

Child Support Advisory Board
MINUTES
January 22, 2004

Present

1st District, George Gliaudys, Jr., Esq.
3rd District, Lucy T. Eisenberg, Esq.
3rd District, Betty Nordwind, Esq.
4th District, Maria Tortorelli
5th District, Susan Speir

Chief Information Office,
Earl Bradley
Children and Family Services,
Patti Griffin
Child Support Services Department,
Phillip Browning
Department of Public Social Services,
Anita Spenser
CA Department of Child Support Services,
Victor Rea

Guests

Lori Cruz, CSSD
Julie Paik, CSSD
Gail Juiliano, CSSD
Carol Mentell, CSSD

Absent

1st District, Jane Preece, Esq.
2nd District, John Murrell
2nd District, Paula Leftwich
4th District, Jean F. Cohen
5th District, Reginald Brass

Franchise Tax Board, Debbie Strong
Superior Court, David Jetton

Staff Support

Lee Millen, Board of Supervisors
Peter Papadakis, Board of Supervisors

CALL TO ORDER

In the absence of a quorum, *Chairperson Eisenberg* called a meeting of the Committee of the Whole to order at 9:45 a.m.; a quorum was confirmed at 10:00 a.m. and the Commission meeting was called to order.

APPROVE MINUTES OF DECEMBER 18, 2003

On motion of Member Gliaudys, seconded by Member Tortorelli and unanimously carried, the minutes of December 18, 2003 were approved with the following corrections:

Page 2, first line, "In response to Vice Chair Speir's concern frustration that the CSAB had not...". ;Page 2, last line, "...included in the child's support court file."

Page 3, second paragraph, first sentence, "DCSS and CSSD staff ~~met~~ recently held a conference call regarding systemic issues that have been identified through the State Hearing process. Issues such as...and a ~~process~~ dysfunction in the area of customer service were discussed."

Page 6, third paragraph, line five, "Ms. Stone suggested that the information obtained through the pilot be considered in conjunction with the BPR effort. ~~process be included as a component of the BPR.~~"

PUBLIC COMMENT

Lester Daniels, NCP, requested assistance from the CSAB regarding the amount of child support he pays due to a change in his wages. Also, Call Center staff did not advise him regarding the case modification process. Following discussion, Ms. Lori Cruz offered assistance in filing a case modification on his behalf and instructed a staff person to accompany him to the CSSD office to begin the process. Member Tortorelli agreed to follow-up on this case.

Lawrence Hill, Local 660, reported that local legislators are being lobbied and union members are being trained to lobby in an effort to restore cuts; the goal is to recoup about \$9 million in state and federal funding.

Sam Streicker, NCP, requested assistance in lowering the amount of current child support he is required to make due to his inability to pay \$275 per week. Mr. Streicker submitted a court order in 1999 and CSSD staff advised that the level of support required would be lowered; however, he became aware recently of an arrearage and the accrual of interest on that account. Ms. Cruz agreed to provide staff to assist Mr. Streicker today in resolving this issue.

DCSS Report to include: Information on use of night court sessions in other counties; Interstate issues

Mr. Victor Rea, DCSS, reported telephonically that Member Stone's husband had surgery and she is not able to attend today's meeting. Mr. Rea reported that the Regional Administrator of Inyo County's night court was contacted and this model is the only operation in the state. Also, the Allocation Work Group is scheduled to meet again in February 2004.

DIRECTOR'S REPORT:

Phillip Browning, Director, CSSD, reported the following:

- The CSSD budget is the same as last FY; however, variables such as cost of living increases previously bargained for, and current maintenance costs are not included; work is continuing on various budget scenarios, and a fixed allocation is unknown pending the state's finalization of its budget;
- The Allocation Committee will meet next month;

- The Governor's budget includes federal penalties for Los Angeles (\$10.5 million) which would not be paid from the CSSD program but rather from the county budget. Also, a proposal to move the TANIF program from the counties to the state would negatively affect Los Angeles County's budget; a level funding budget scenario is being studied and a report will be provided when finalized;
- A recent Town Hall meeting for CSSD staff was well attended; a legislator and Chairperson Eisenberg also attended;
- The recent CSSD newsletter recognized employee performance and has been much appreciated by staff;
- The DCSS recognized that with budgetary problems, a 50% collection rate in Los Angeles is not possible;
- Julie Paik, Deputy Director, will continue to contact Carol Hood, DCSS, regarding the Encino BPR.

Following discussion, Chairperson Eisenberg agreed to follow-up with Nancy Stone, DCSS, on the points of disagreement concerning the BPR plan.

DCSS REPORT

Mr. Rea responded telephonically to 10 Interstate questions (copy on file) compiled by Member Gliaudys from concerns expressed by several Interstate staff. He noted that the DCSS is starting to work on all areas of case management, although not specifically on interstate issues, and a report on the County's best practices throughout the state is anticipated in April/May 2004. In response to Vice Chair Speir, Mr. Rea advised that a request for case review can be e-mailed to dcss.ca.gov and he will forward it to the legal unit for a response. Also, in response to Member Browning concerning Orange County's increased collections with a shorter and simplified application, Mr. Rea agreed to review and report back.

DISCUSS AND APPROVE SEMI-ANNUAL REPORT

Following discussion, on motion of Member Gliaudys, seconded by Member Tortorelli and unanimously carried, the CSAB approved the Semi-Annual report with changes (copy of file), pending the submittal of the Customer Service Committee report and the review of the cover letter by Vice Chair Speir and Member Nordwind.

(Member Griffin was excused)

REPORT ON NEW PROCESS FOR OBTAINING COURT ORDERS

Ms. Lisa Garrett, CSSD, distributed the new Co-Locate Procedures implemented in December 2003 and reviewed the check list to expedite files (copy on files). Each Division has a designated courier to obtain a court order within 40 days, or in no more than 60 days in instances where difficulties exist; previously, a new request would be resubmitted to the court within 30 days of not receiving a court order, and a supervisor would begin to handle the case within 40 days of that request. Gail Juiliano, CSSD, reported that the PRU is tracking overdue court orders and there are 8%-10% currently overdue.

Vice Chair Speir suggested that welfare cases should have a continuation sheet indicated and that staff promptly review court order request problems. Following discussion, Member Tortorelli agreed to report back in March 2004 regarding procedures on forwarding orders to the court trustee. Chairperson Eisenberg requested that Ms. Cruz report back next month on how a court order received gets on the ARS. Ms. Garrett, CSSD, noted that if an applicant fails to bring in the court order, staff will request it.

REPORT ON STATUS OF CSI PROGRAM (and data to date) and QAPI PLAN

Gail Juiliano reported that 132 staff returned to their previous assignment in October 2003. Ms. Juiliano distributed the CSI action plan and CSI modification plan (copy on file) and briefly explained the process; new programs/projects have been enumerated in the Action Plan and some have been initiated. These plans are in place to meet the performance target for the Federal Performance Measure for Collections on Current Support; Los Angeles County must increase current support collections from 37.3% to 46% for FFY 2003-04. Cases reviewed by the CSI teams will be received from various sources including: Jail mail; Call Center referrals; Interview Team referrals; Expanded Service Team referrals; and the ARS generated lists.

Staff has reviewed 7,000 cases and continues the CSI review of ARS closure/clean up lists, including the QAPI-CSI case clean-up lists. Each division will designate 4 CSOs to be responsible for reviewing cases for the CSI modification process, and an appropriate number of attorneys will be sent to CCW per the number of court calendared modification requests. Also, a new list of cases will be generated quarterly for staff to review for termination of financial accounts and case closure, when appropriate. Further, in response to Chairperson Eisenberg, Ms. Juiliano noted that planning is in place to emphasize undistributed collections and monitor it more closely.

(Member Bradley was excused.)

REVIEW AND DISCUSS PERFORMANCE MEASURES

In response to Chairperson Eisenberg, Ms. Cruz noted that staff is now using presumed income in its calculations; however, staff had used minimum wage income far more often due to their familiarity with it, and as such, the Order Calculation Method Percentages report reflects lower presumed income percentages for July through September 2003, than October through December 2003.

Chairperson Eisenberg expressed concern regarding the Customer Service report data on the Number of Written Inquiries that reflect a significantly greater number in the Interstate Unit than in all the Divisions combined; Ms. Cruz noted that a significant factor is that Interstate staff are not connected to ARS and must input their data manually. Member Gliaudys suggested that Interstate staff report back to the CSAB regarding this concern, and Member Tortorelli and Vice Chair Speir agreed to assist in this effort. Following discussion, Chairperson Eisenberg and Member Gliaudys agreed to meet with Larry Silverman and report back in February 2004; Vice Chair Speir requested a report

back on the nature of the written complaints and if this data is repeated in the State Hearing complaint lists.

Member Nordwind noted that the Performance Measures provided to the CSAB by CSSD reflect the Federal standards for current support but not the State standards, and stated that this and other State measurements would provide a better understanding of CSSD's performance. Member Browning advised that current collections are the priority and staff may not be able to get additional data requested. Mr. Rea noted that additional measurements exist and an emphasis on these may occur in the near future.

Following discussion, the CSSD agreed to provide the State numbers for current support, but otherwise, the Performance report will continue as is for now.

Vice Chair Speir requested a report from the DCSS regarding a letter from Curt Child on the results of the Allocation Committee.

WAGE ASSIGNMENT COMMITTEE REPORT

Vice Chair Speir distributed a Committee report (copy on file) and summarized discussion at the January 14, 2004 Committee meeting regarding Non-functioning wage assignments, Employer Non-Compliance, Conversion Order Issue, Incomplete Street Address and Other Issues.

ADJOURNMENT

The meeting adjourned at 12:05 p.m.